

## CIVIL SERVICE PERSONNEL MANUAL

Subject Category: EMPLOYEE DEVELOPMENT/TRAINING/BENEFITS	Index Code
Subject Title:	D 8.1
Troubled Employee Program	Issued by:
Reference(s)	Personnel Develop-
CS Circ. 988 (11-25-74)	ment and Training
Purpose(s) To improve the morale, effectiveness, and efficiency of employees who are troubled by personal, marital, and other types of problems.	
<p>I. <u>PURPOSE</u></p> <p>These procedures are to guide supervisors, union representatives and employees in receiving employee assistance counseling services on personal problems affecting job performance. These procedures shall be used in conjunction with the policies of the Troubled Employee Program.</p> <p>II. <u>INITIATING COUNSELING SERVICES</u></p> <p>A. Counseling and referral services are available to any employee or officer of the City, or any member of such employee's family with priority given to those employees whose job performance is affected.</p> <p>B. Any employee or supervisor or union agent may initiate counseling services. The supervisor or union agent may seek to assist the employee as part of his/her routine and normal concern for employee performance and morale; however, should the nature of the problem be beyond their capability to cope successfully, the employee should be urged to see the counselor. An employee may not be ordered to receive such services; he/she must seek such services voluntarily.</p> <p>C. An employee does not require the approval of his/her supervisor to receive assistance under the program; however, he/she must receive approval from the supervisor prior to any time off taken during working hours, in accordance with established departmental procedures.</p> <p>D. Interviews are normally held by the counselor on an appointment basis. Any person who desires assistance should first contact the counselor by telephone. The appointment may be made by the supervisor for the employee or personally by the employee.</p> <p>III. <u>PROGRAM OPERATIONS</u></p> <p>A. Time Off</p> <ol style="list-style-type: none"> <li>1. Employees will be granted time off with pay for the first visit to the counselor if such visit is scheduled during working hours and has prior approval. Such time off shall not be charged to any leave. The time off granted shall be only for the period required to see the counselor, in addition to a reasonable amount of travel time.</li> </ol>	

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2. All time off approved during working hours for subsequent visits will be charged to the employee's accrued sick leave or vacation leave or other appropriate leave. Existing provisions for a physician's verification for all absences due to illness of 5 or more consecutive work days shall be applicable.
3. Should the employee have no accumulated sick leave or vacation credits, any approved time off will be charged to leave without pay or compensatory time off, if available.
4. Counseling services may be provided during non-working hours without supervisory authorization. Such visits by the employee will not be subject to compensation nor will the City and County be liable for reimbursing the employee for his/her time. Any treatment utilized during off duty hours will remain confidential unless the treatment referral was initiated by the supervisor, in which case the supervisor will be told that the employee is using the service.

## B. Counselor's Relationship with Agency

1. Work performance of the employee shall continue to be the primary consideration for any action taken by management affecting the employee. A supervisor may contact the counselor to ascertain progress of treatment of an employee so that necessary employment related decisions can be made equitably. Legitimacy and urgency of any time off requested by an employee for counseling visits may be determined through consultation with the program counselor.
2. The counselor will not normally discuss with the supervisor an employee's personal problem. If in the counselor's judgement any discussion is necessary, for example, when the work environment contributes to the problem or where the health and safety of the employee are affected, the counselor will do so, but only with the concurrence of the employee.

## C. Application of Collective Bargaining Agreements

This program does not affect any of the employee's rights under the collective bargaining agreements, including the right to grieve.

IV. RECORDS

- A. All personal information received from an employee under the program shall be held in strictest confidence.
- B. Case records of employees who terminate City employment shall be destroyed in conformance with established procedures; however, in no event shall such records be incorporated into or be considered part of the official Civil Service or departmental personnel records of the employee.